Repair or Make Recommendation Within 24 Hours
(Percentage of All OIT Tickets!)

Total Tickets	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04
	2088	2258	1820	1780	1937	1818	1851	1596	2950

Percentage values by month: Sep-03: 59%, Oct-03: 58%, Nov-03: 61%, Dec-03: 76%, Jan-04: 84%, Feb-04: 85%, Mar-04: 87%, Apr-04: 87%, May-04: 84%

Legend: ◆ Percentage — ■ Goal
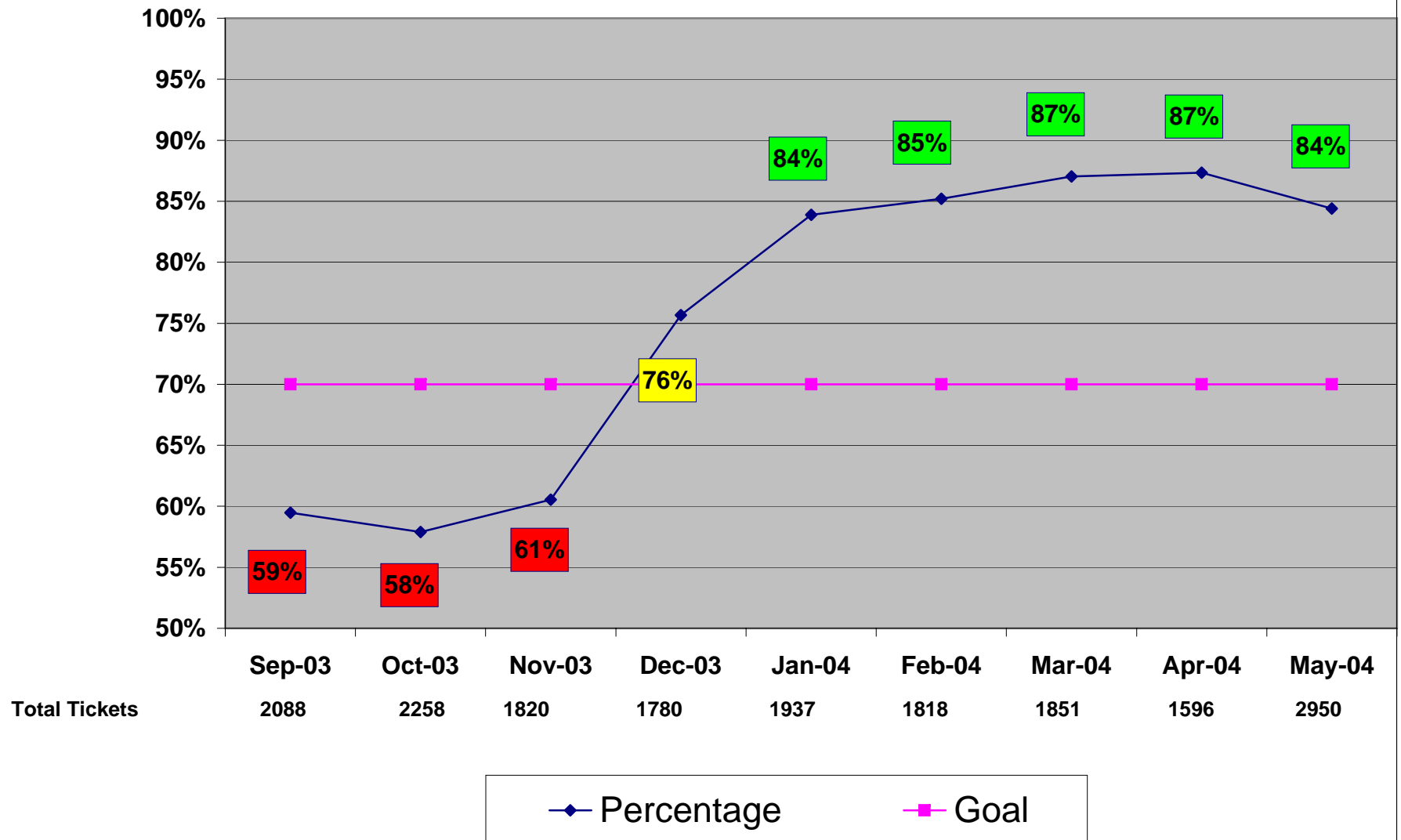
Service Agreement - Customer Contacted Within 2 Hours
(Percentage of all OIT Tickets)

	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04
Percentage	64%	67%	83%	88%	84%	92%	98%	95%	97%
Total Tickets	2088	2258	1820	1780	1937	1818	1851	1596	2950

Legend: ◆ Percentage   ■ Goal
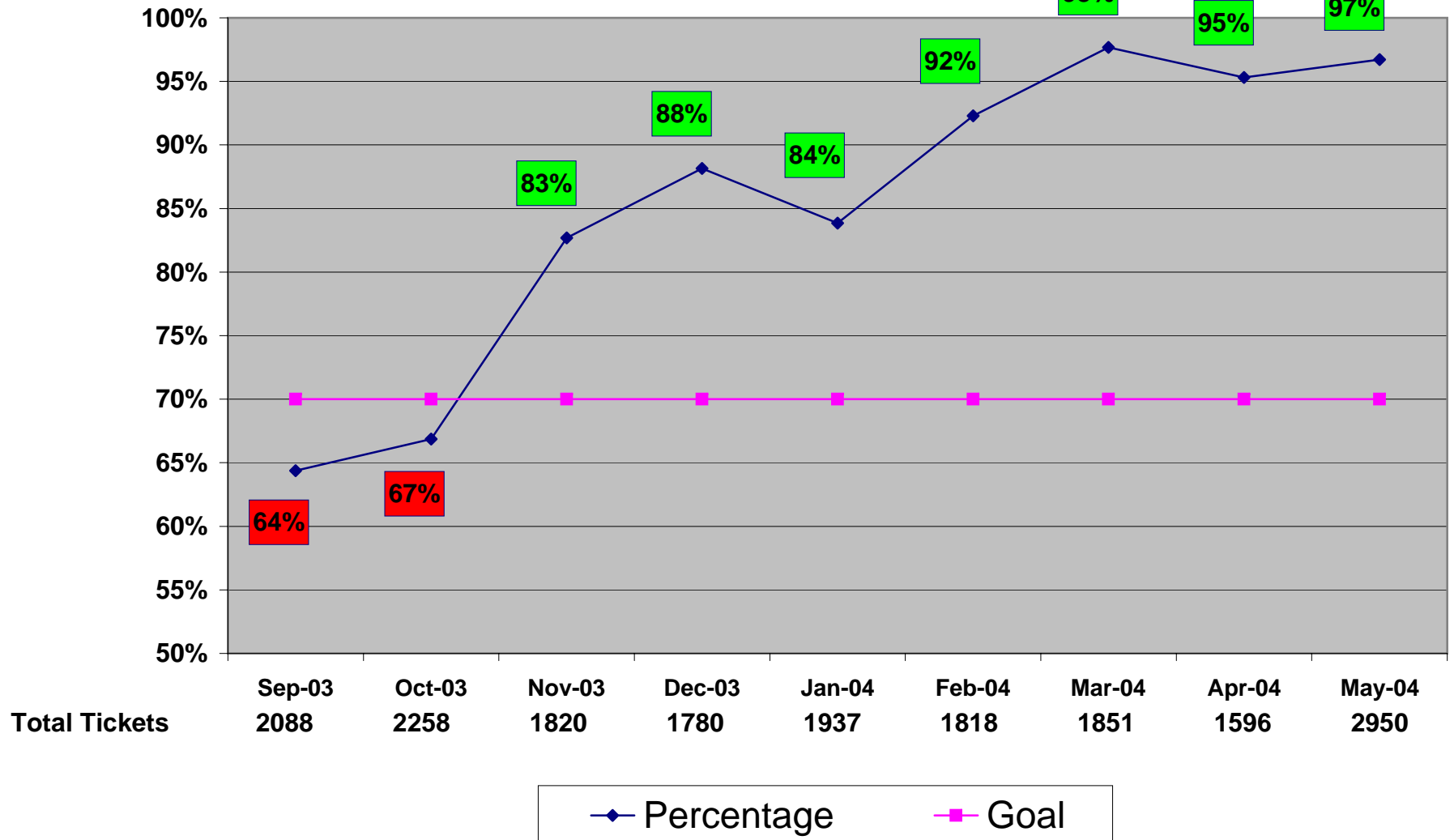
Remedy Statistics
(Monthly Service Tickets)
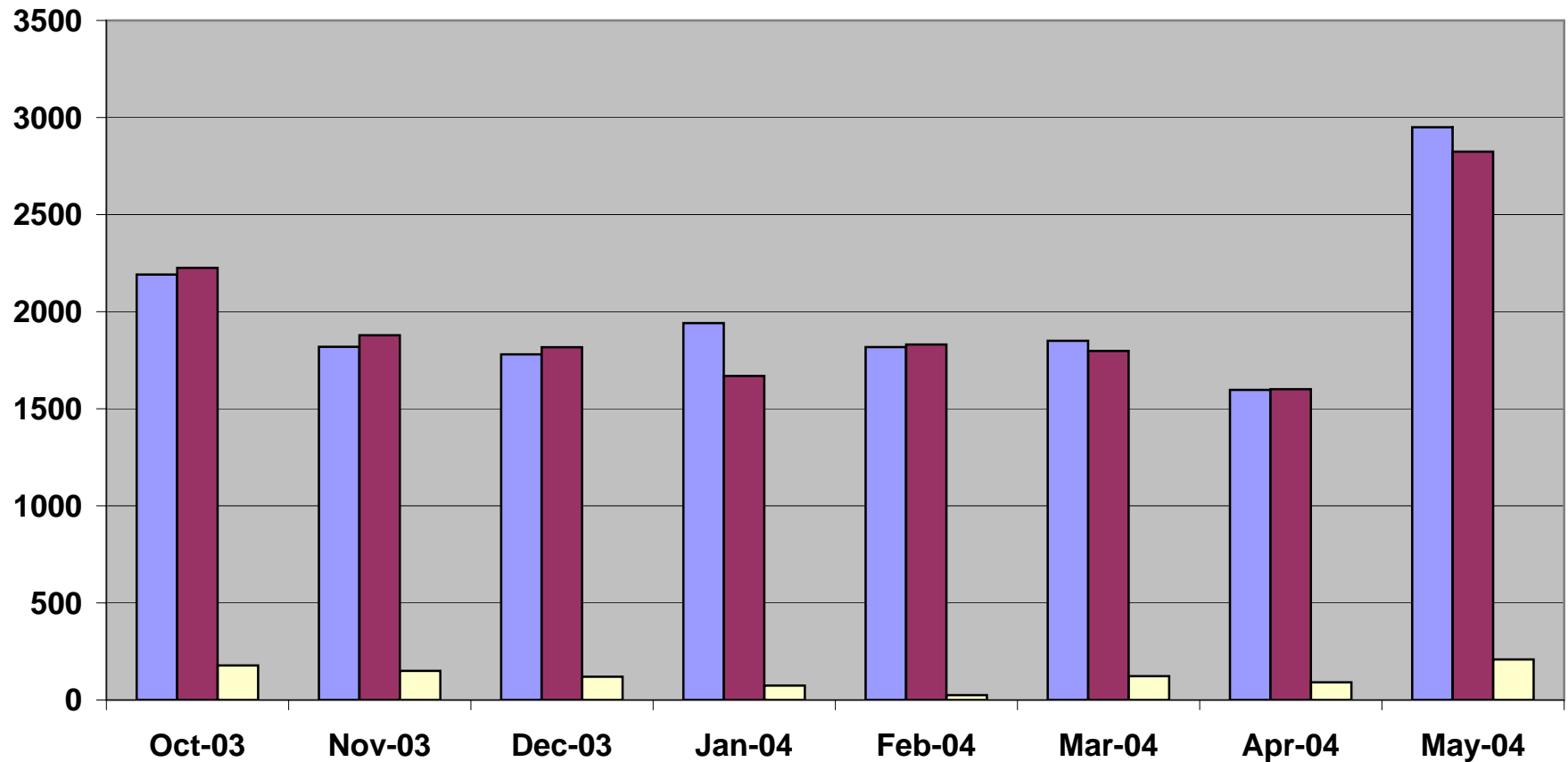
8-Month Total
OPENED: 15,946
CLOSED: 15,645
PERCENTAGE: 98.1%

Server Availability
(Percentage)

	March 2004		April 2004		May 2004

March 2004 values: 99.97, 99.99, 99.97, 100, 99.98

April 2004 values: 100, 100, 99.98, 100, 100.00

Data Currently Unavailable

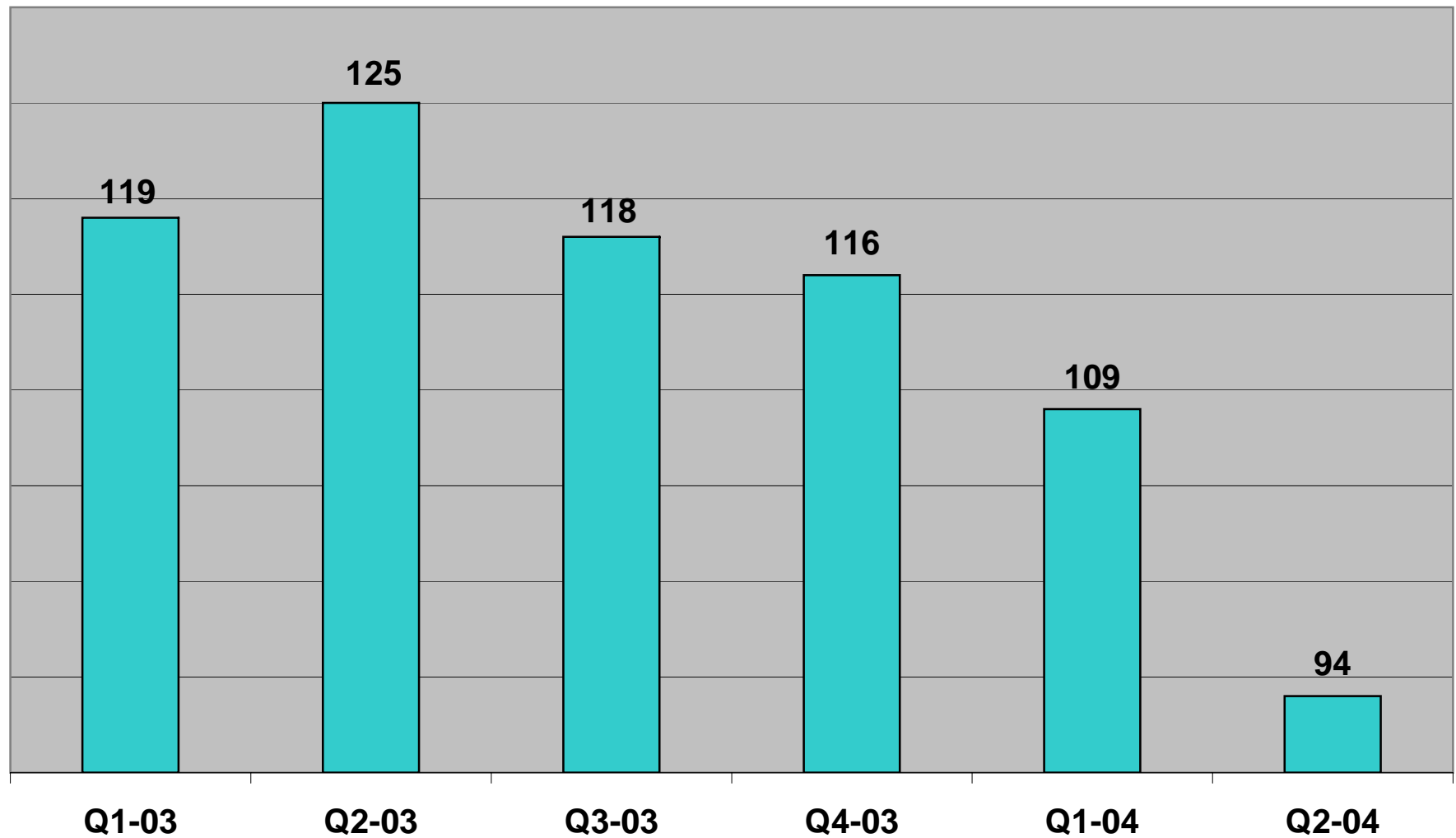Legend: ☐ Home Servers ☐ Domain Servers ☐ Web Servers ☐ Application Servers ☐ All Servers
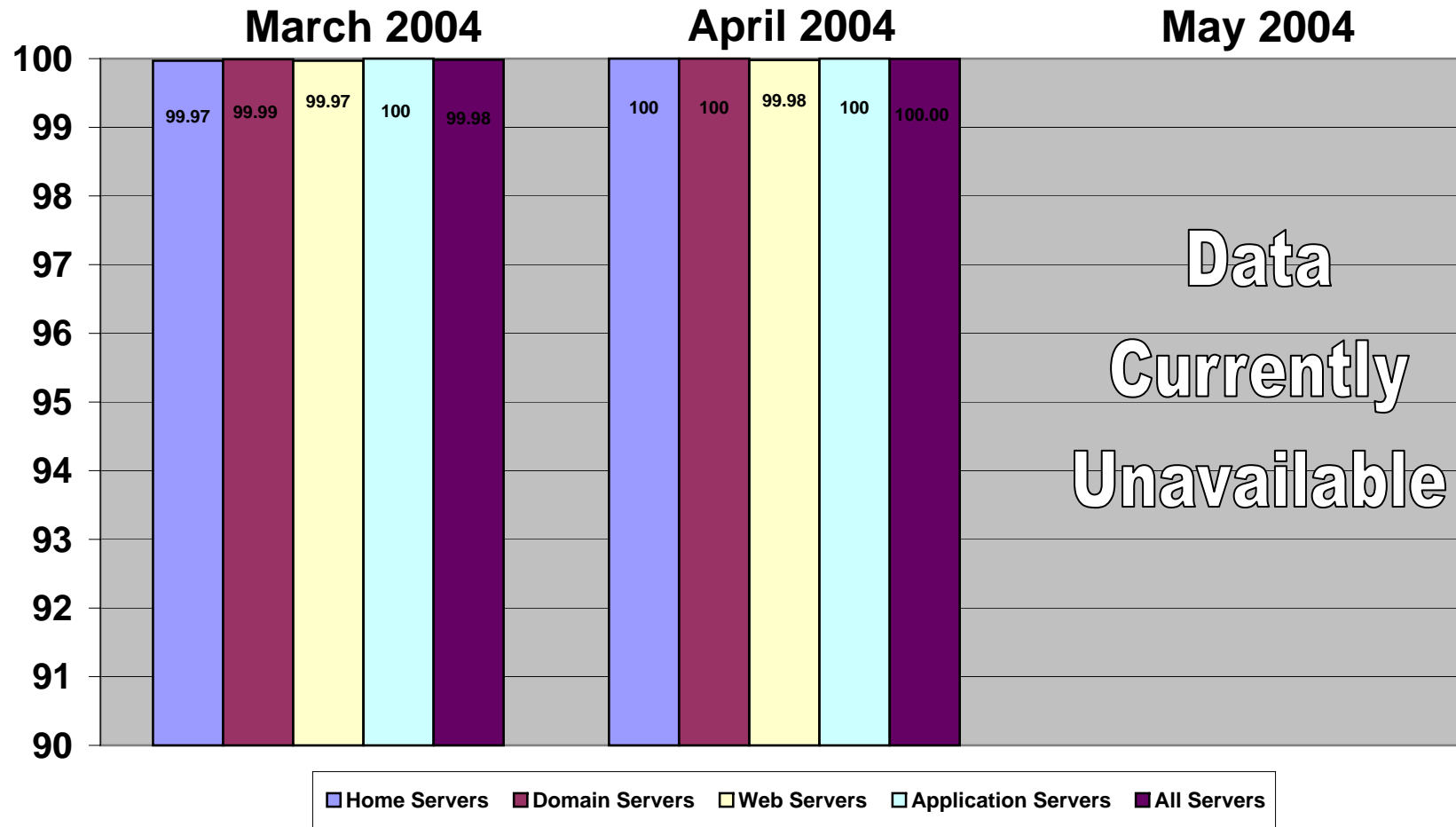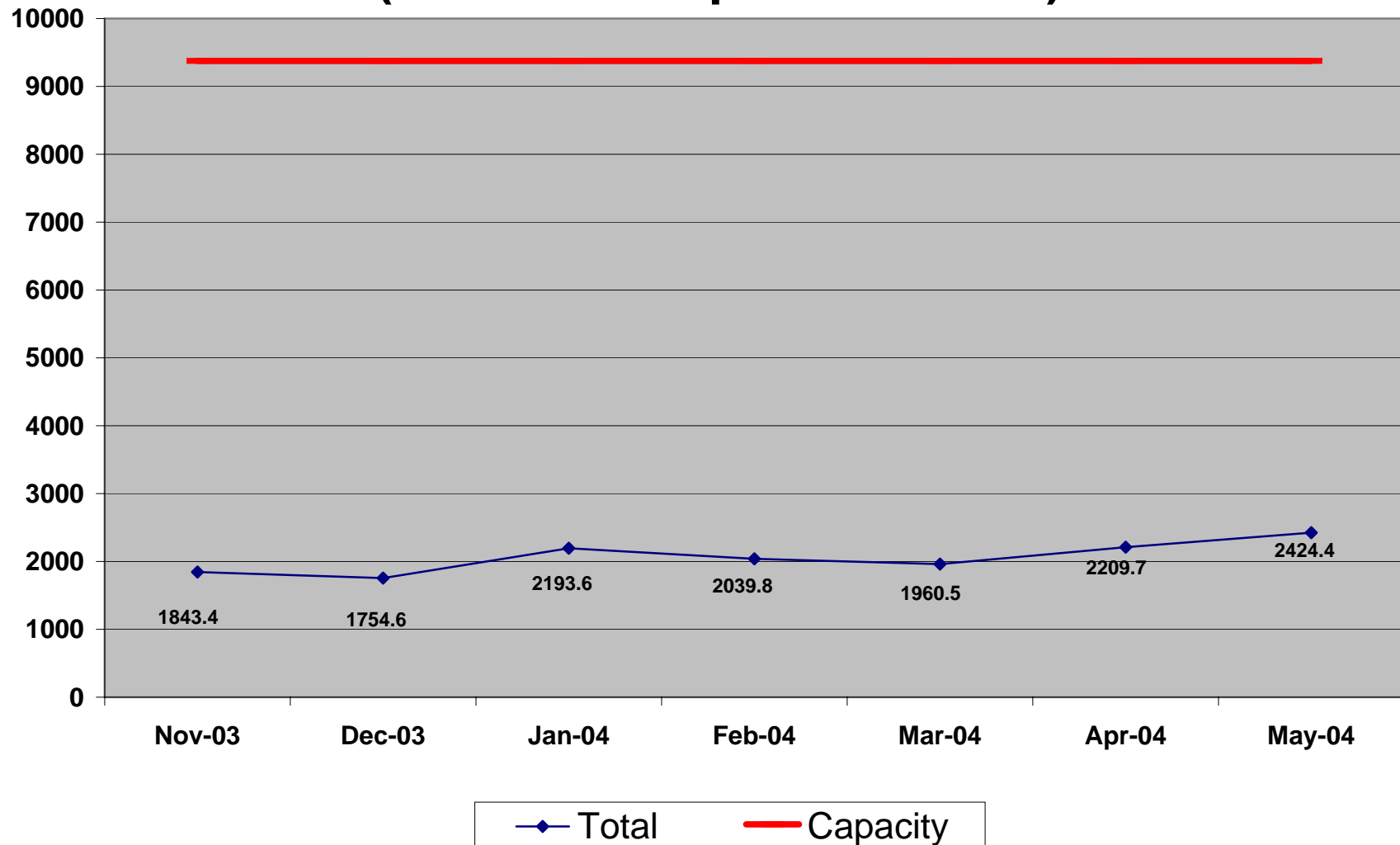
**Metrics are based on the availability of these servers
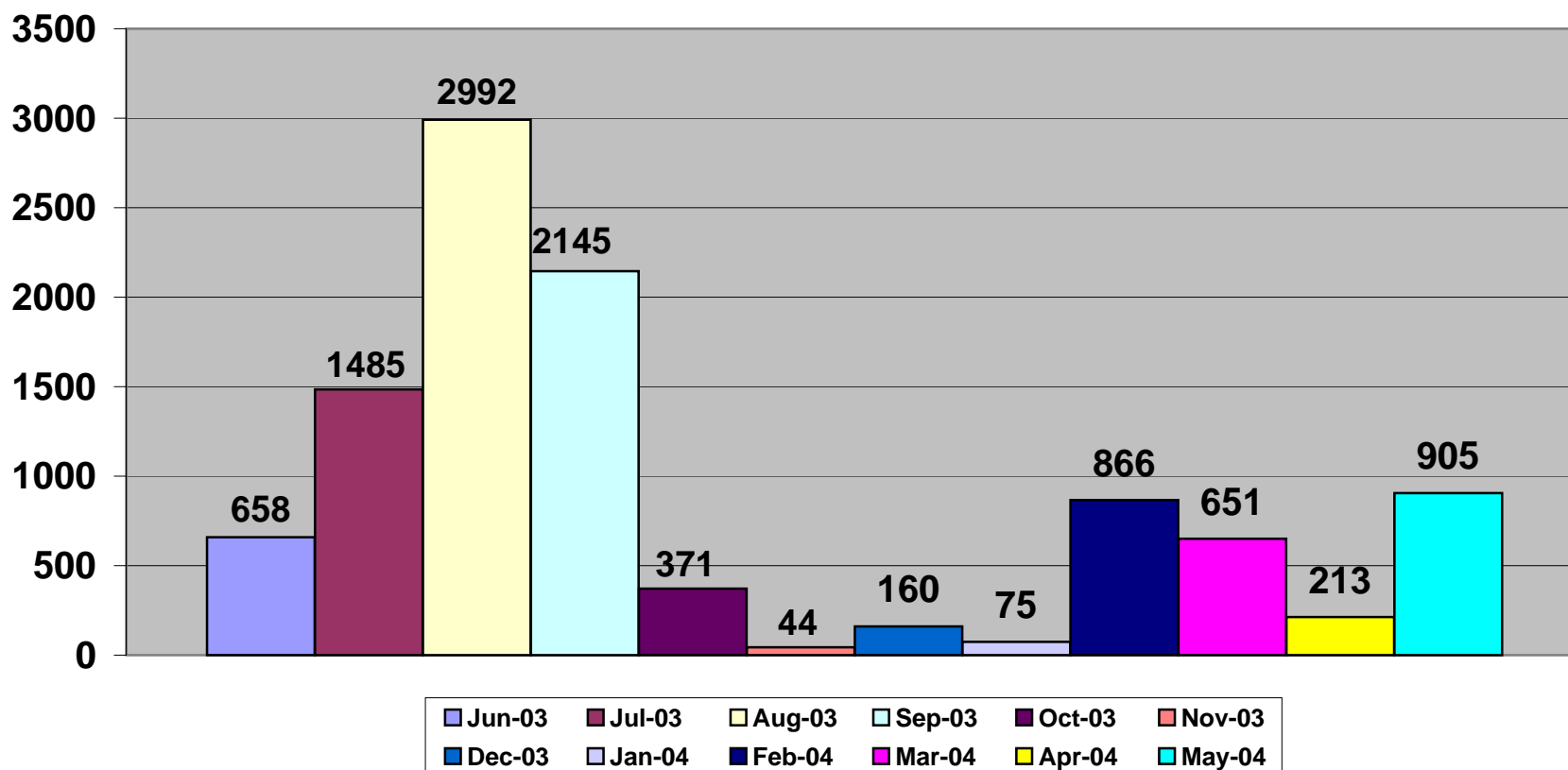from Monday through Friday (7:00AM to 6:00PM each day)!**

Server Count Metric
(Total Number of Servers in the OD Domain)

Quarter	Count
Q1-03	119
Q2-03	125
Q3-03	118
Q4-03	116
Q1-04	109
Q2-04	94

Datastore Growth/Capacity Metric
(Home Disk Space - In Gb's)

	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04
Total	1843.4	1754.6	2193.6	2039.8	1960.5	2209.7	2424.4

Total   Capacity